

## **1502 - IMPLEMENTATION SERVICES MANAGER**

### **NATURE OF WORK**

The incumbent plans, schedules, directs, evaluates and is held accountable for the work of professional, technical and clerical subordinate employees.

This is supervisory level professional engineering work with administrative responsibility for planning, evaluating and coordinating the operation, maintenance and enhancement for the City's \$11.5 million Public Safety System which includes the \$6.5 million 800MHz Trunked Radio System, the new telephone/microwave system, the new fiber optic telephone lines in the Public Safety Communication Bureau, a Computer Aided Dispatch (CAD) System and a Computer Assisted Report Entry (CARE) System for both the Police and Fire Departments.

Responsibilities include coordinating activities with Federal, State and Local government organizations and with manufacturing representatives in the planning of specialized electronic system installations and modifications and in the repair of fixed and mobile units. Assignments are broad in scope with considerable opportunity for exercising independent professional judgment and making complex technical decisions. Supervision is exercised over a group of professional, technical and clerical assistants by delegation of assigned projects. Supervision is received from an administrative superior who reviews work for conformity with departmental policies, practices and regulations and for attainment of desired goals and objectives.

### **ILLUSTRATIVE EXAMPLES OF ESSENTIAL DUTIES**

Interfaces with Motorola for on-going maintenance issues. Performs a monthly inspection of all Radio Sites and document any deficiencies. Performs and diagnoses the 800MHz Communications Systems by testing all Receiver Sites, UPS Systems, Microwave Systems, UPS Batteries and Smoke Detectors at Radio Sites.

Performs a monthly test of the City of Miami Beach/City of Miami Mutual Aid Radio Link. Processes monthly payments to Motorola for City-wide Maintenance and deduct/fine for failure to perform scheduled repairs.

Maintains a PC-based inventory by Department of approximately 720 STX Radios, 50 Mobiles and 400 City/Contracted Beepers. Programs all City cellular telephones. Maintains an inventory of approximately 60 City cellular telephone numbers. Coordinates the installation and removal of City cellular telephones.

Prepares RFP's for Telephone PBX Switches, Motorola Maintenance Contracts, etc.

Supports the operation of 95 Mobile Data Terminals (MDT's) within the Police Department. Interfaces with Dade County and the Florida Department of Law Enforcement on MDT activity. Maintains a file of all MDT user passwords, MDT Terminal I.D. numbers, Vehicle Numbers and FCIC line numbers. Tests the implementation of the MDT to CAD Records software. Inspects the Halon Fire Retardant System at the Communications Center and all Radio Sites.

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Prepares administrative paperwork such as status reports, letters, memorandums, statistical reports, etc. Supports approximately 400 City-owned PC's and utilize the Telecommunications Analyst and the Telecommunications Technicians to support in-house repair or replacement of all defective PC hardware as needed.

Supervises the installation, inventory management and storage of approximately 2,000 packages of PC software.

Attends meetings at the Emergency Operations Center in Dade County reference the following: Hurricane Preparedness, the new Dade County 800MHz Trunked Radio System, Mutual Aid, Fire Department Communication Systems.

Acts as interim/acting Director in the absence of the Director of the Division in addition to regular duties as Telecommunications Manager.

Performs other related duties as required.

### **KNOWLEDGE, SKILLS AND ABILITIES**

Thorough knowledge of the principles and theories of electricity and electronics as applied to telecommunications transmitters and receivers, digital and analog computers, radar detectors, and other related equipment.

Thorough knowledge of occupational hazards and safety - precautions in electronics and high voltage work.

Thorough knowledge of the practices, methods, tools and equipment used in the repair, maintenance, testing and replacement of telecommunications equipment.

Thorough knowledge of Federal Communications Commission rules and regulations pertaining to the operation of radio receiving and transmitting stations.

Considerable knowledge of recent developments, current literature and sources of information in the field of telecommunications.

Knowledge of the principles and procedures of modern office administration and of effective supervisory techniques, and the ability to supervise subordinates in a manner conducive to full performance and high morale.

Skill in the detection, determination and elimination of malfunctions in electronic systems and devices.

Ability to plan, schedule, coordinate and evaluate the work of professional, technical, and clerical assistants.

Ability to perform difficult engineering computations and to make comprehensive recommendations on telecommunications problems.

Ability to develop engineering plans for future telecommunications systems.

Ability to write complex technical specifications for telecommunications equipment and systems.

Ability to develop and evaluate maintenance plans and programs, and cost effective maintenance procedures.

Ability to express ideas and information clearly and concisely, both verbally and in writing.

Ability to maintain complete records and prepare comprehensive technical reports.

Ability to establish and maintain effective working relationships with City officials, officials of other agencies,

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contractors, subordinates, other employees, and the general public.

### **MINIMUM REQUIREMENTS**

Graduation from an accredited college or university with a Bachelor's Degree Computer Science, Mathematics, Public/Business Administration or closely related fields, or equivalent, Master's Degree preferred; thorough responsible experience in the management of telecommunications programs including systems design, engineering, installation, testing, evaluation, and operation, including experience with computer assisted operations and applications. Experience in the analysis and implementation of technology systems in a customer service organization with an emphasis on telecommunications; i.e. radio, telephone, data, etc. Experience with 800Mhz trunked radio systems, PBX telephone systems, High Speed Data Links (10Mbps and above) and building cabling systems. Experience may substitute for education on a year-for-year basis.

### **PHYSICAL REQUIREMENTS**

Must have the use of sensory skills in order to effectively communicate and interact with other employees and the public through the use of the telephone and personal contact. Physical capability to effectively use and operate various items of office related equipment, such as, but not limited to, word processor, calculator, copier, and fax machine. No significant standing, walking, moving, , bending, kneeling, some crawling, reaching, and handling, sitting, standing, pushing, and pulling. Some climbing ladders and steep staircases during Radio Site Inspections. Carrying test equipment to Radio Sites. Ability to lift weight up to 50 pounds.

### **SUPERVISION RECEIVED**

Assignments are broad in scope with considerable opportunity for exercising independent professional judgment and making complex technical decisions. Work is reviewed by an administrative superior for conformity with departmental policies, practices and regulations, and for attainment of desired goals and objectives.

### **SUPERVISION EXERCISED**

The incumbent plans, schedules, directs, evaluates and is held accountable for the work of professional, technical and clerical subordinate employees.

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